2-Line Wireless Desk Phone with Intercom

User's Guide

25260

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1 Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom

REN number is located on the cabinet bottom

2 Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Information for DECT Product

This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

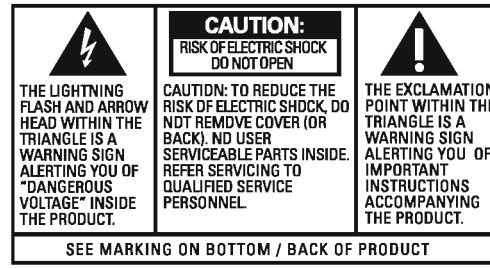

THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.
CAUTION:
RISK OF ELECTRIC SHOCK DO NOT OPEN
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT

Table of Contents

Equipment Approval Information 2
Interference Information 3
Licensing 3
Hearing Aid Compatibility 3
FCC RF Radiation Exposure Statement 4
Information for DECT Product 4
Introduction 7
Parts Checklist 7
-Telephone Jack Requirements
Installation 8
-Digital Security System
Important Installation Guidelines 8
Base Layout 9
Base Station 10
Installing the Phone 11
-Installing the handset battery 11
-Base Station 12-14
Wirelessly Connect Accessories 13
-Adding 25055 or 25065 to 25260 13
-Adding 25260 to a Another RCA Phone 14
Programming the Phone 15
-Standby Screen 15
-Programming Functions 15
-Phone Setting 15
-Date/Time 16
-Auto Answer 16
-Auto Answer Intercom 17
-Dial Mode 17
-Area Code 17
-Registration 17
-Register 18
-Remove Handset 18
-De-Register 18
-2nd Call Alert 19
-Handset Name 19
-Update Handset List 19
-Display Setting
-Contrast 20
-Backlight 20
-Sound Setting 20
-Ring Tone 20
-Ring Volume 21
-Key Tone 21
Voice Mail 21
-Voice VM 21
-Settings 21

Telephone Operation 22
-Making calls with the cordless handset 22
-Making calls with the corded handset (from the base) 22
-Making calls in the speakerphone mode (from the base) 22
-Making calls in the speakerphone mode (from the handset) 22
-Making Calls with the RCA Wireless Headset 22
-Making Calls with a Wired Headset 22
-Pre-Dialing 23
-Answering a Call 23
-Switching between the speakerphone, handset & headset mode 23
-Mute 24
-Do not disturb 24
-Flash 24
-Inserting a pause in the dialing sequence 24
-Redial 25
-Reviewing the Redial Numbers 25
-Storing a Redial Record in Directory 25
-Transferring a call to another extension 26
-Receiving a transferred call from another extension 26
-Ringer on/off and ringer volume 26
-Speakerphone, handset and headset volume 26
-Hold 27
-Conference calls 27
Intercom Calls 28
-One-touch /memory log 28
-Answering an intercom call 28
-Page 28
-Auto Standby 28

Caller ID (CID) 29
-Receiving and storing CID records 29
-Reviewing CID records 29
-Saving a CID record to the phone directory 30
-Deleting a CID record 30
-Deleting all call records 30
-Dialing back 30
-Call waiting caller ID 31

Directory & One-Touch Memory 32
-Adding directory entries 32
-Storing a record in the one-touch/memory buttons 32
-Reviewing directory records 33
-Editing a name or number stored in the one-touch/ memory log 33
-Reviewing record in the one-touch/memory 33
-Editing a directory record 33
-Copying a directory record 34
-Deleting a directory record 34
-Deleting all directory records 34
-Deleting a one-touch/memory 35
-Dialing a directory record 35
-Dialing a one-touch memory/record 35

Table of Contents Cont.

Display Messages	36
Handset Sound Signals	37
-Backup battery operation	37
Troubleshooting Guide	38
-No Dial Tone	38
-Can't Dial Out	38
-Handset Doesn't Ring	38
-Static/Noise/Fading In and Out	38
-Memory Dialing Doesn't Work	38
-Unit Locks Up	38
-Out of Range	38
-Date/Time Setting Default	38
-Caller ID solutions	39
General Product Care	40
Causes of Poor Reception	40
Warranty Assistance	41
Limited Warranty	42-43

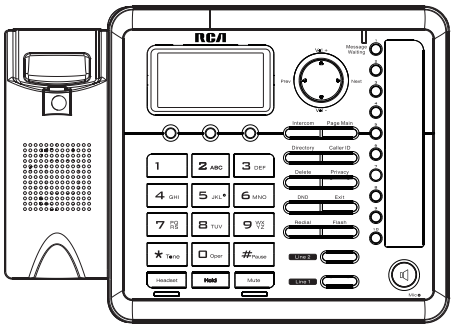
Introduction

CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

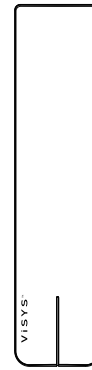
IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

Parts Checklist

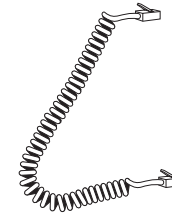
Make sure your package includes the following items:



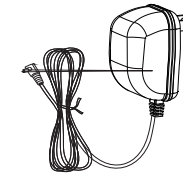
Base & Desk Stand (included assembled)



Corded handset

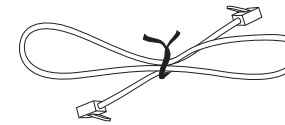


Handset cord



AC power adaptor

Telephone 2 - Line Cords

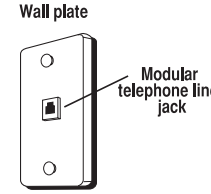


Short Line Cord

Telephone Jack Requirements

To use this phone, you will need a RJ11C (for a single line) or a RJ14C (for two lines) type modular phone jack, which might look like the one pictured here, installed in your home or office. If you don't have either modular jack, call your local phone company to find out how to get one installed.

f you are setting up a system with multiple phones, only one phone (the unit in **Main/Wired** mode) needs to be plugged into a phone jack. Additional phones can be wirelessly connected to this phone using the **Extension/Wireless** mode.



Installation

Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

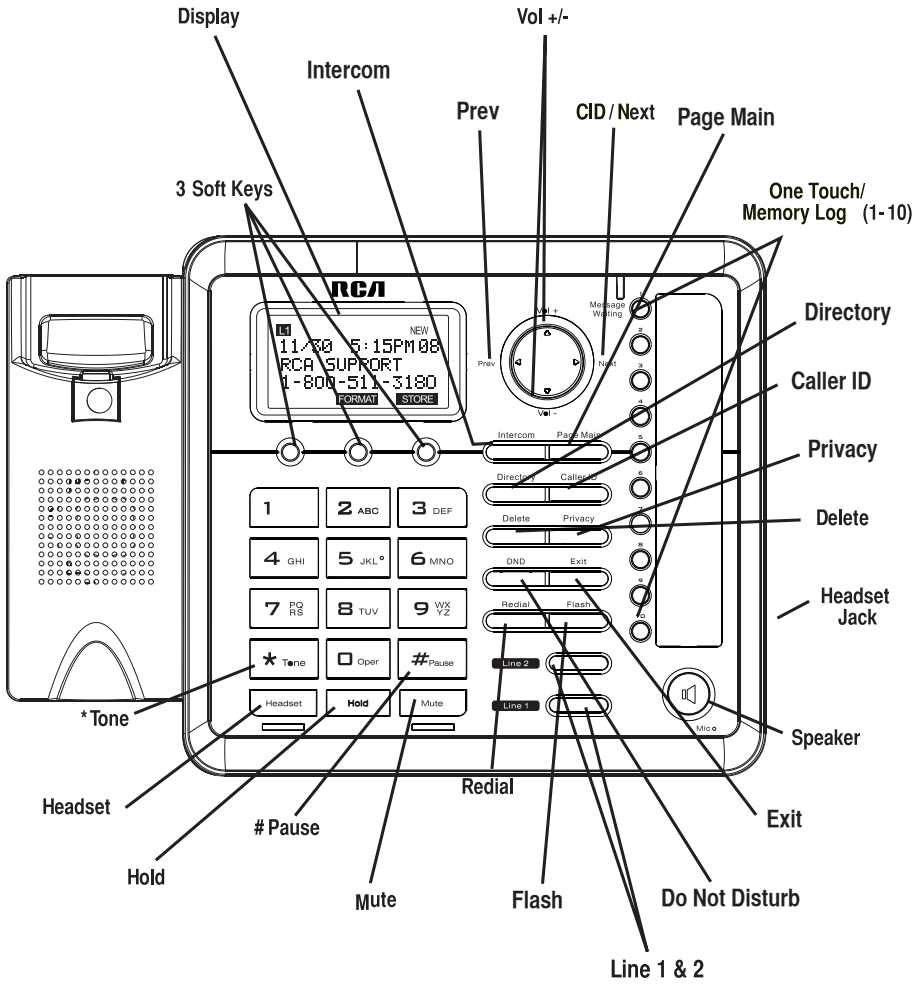
INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.

Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

Base Layout

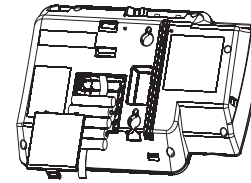

Display
Intercom
Vol +/-
Prev
CID / Next
Page Main
3 Soft Keys
One Touch/
Memory Log (1-10)
Directory
Caller ID
Privacy
Delete
Headset
Jack
Speaker
Exit
Do Not Disturb
Line 1 & 2
Flash
Mute
Redial
Pause
Hold
Headset
* Tone
RCA
11/30 5:15PM 08
RCA SUPRORT
1-800-511-3180
FORMAT
STORE
NEW
Message Waiting
Vol +
Vol -
Prev
Next
Intercom
Page Main
Directory
Caller ID
Delete
Privacy
DND
Exit
Redial
Flash
Line 2
Line 1
Headset
Hold
Mute
Mic

Installing Your Phone

The phone may be connected to one 2-line (RJ14C) or two 1-line (RJ11C) wall jacks to accommodate both lines.

1. If operating the unit in MAIN/EXT mode, choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
2. Install 5 AAA-size alkaline batteries (not included) for back up power in the event of a power failure.

   NOTE: Please use the included power adaptor for normal use; the 25260 is designed to run on the back up batteries for short periods only.



- Insert a flat-head screw driver or similar object into the battery door latch and gently pry upward to release the battery door from the base.
- Insert the batteries inside the battery compartment as shown on the diagram.
- Snap the battery compartment door back into place.

NOTE: If the low battery icon appears in the display, you need to replace the batteries. It is important that you replace them as soon as possible to maintain unit operation when electrical power is off. As a precaution, you may want to write down any stored information you do not want erased.

IMPORTANT: If you are not going to use the telephone for more than 30 days, remove the batteries because they can leak and damage the unit.

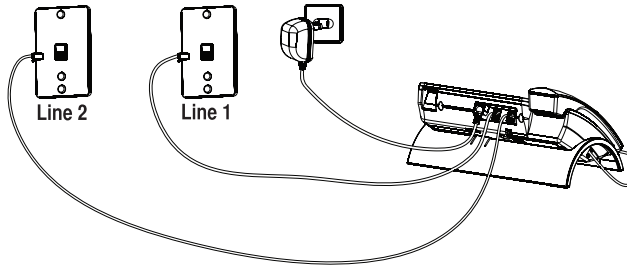
3. Plug the power supply cord into the power jack on the back of the base and the other end into an electrical outlet.

CAUTION: To reduce risk of personal injury, fire, or damage use only the T-2757 (base) power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

4. Connect the telephone line cords:

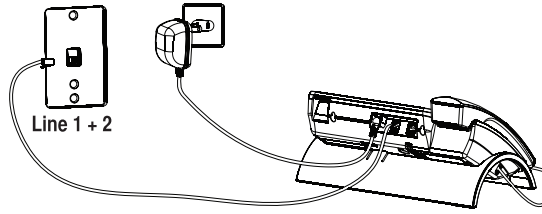
If you are connecting to two 1-line phone jacks with two phone cords:

You can use the two included 1-line phone cords to connect the phone lines to the jacks in the back of your phone.



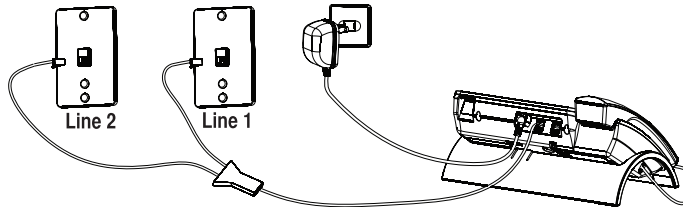
If you are connecting to one 2-line phone jack with one phone cord:

If you have Line 1 and Line 2 wired into one wall jack in your home or office, you can use one of the supplied telephone line cords to connect from the wall jack to the Line 1 + 2 jack on the back of the phone as shown below.



If you are connecting to two 1-line phone jacks using a phone coupler:

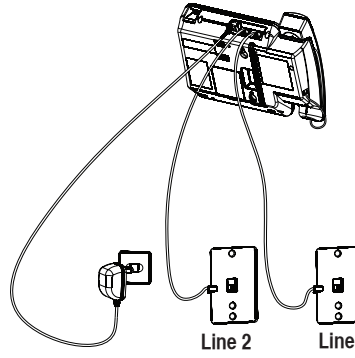
If you have 2 single-line wall jacks installed in your home or office, you can use adaptors/couplers (not included) to combine the 2 single telephone lines into 1 dual lines. The adaptor/coupler may look similar to the one pictured here and can be purchased from your local telephone products retailer.



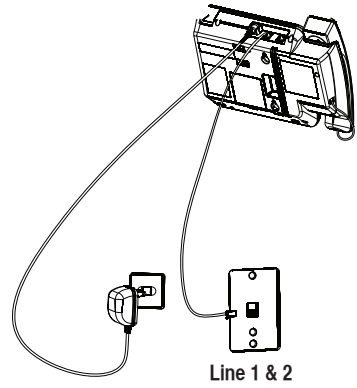
If you are mounting the phone on the wall and connecting to two 1-line phone jacks with two phone cords:

If you want to mount the telephone on the wall, you can plug the 2 lines such as the below drawing;

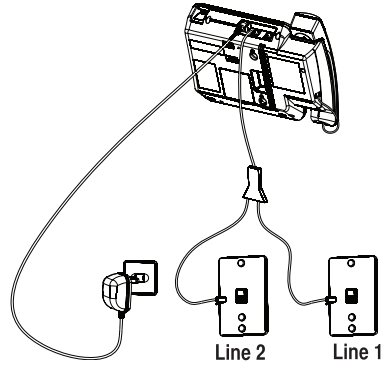
-OR-



If you are mounting the phone on the wall and connecting to one 2-line phone jack using one phone cord:

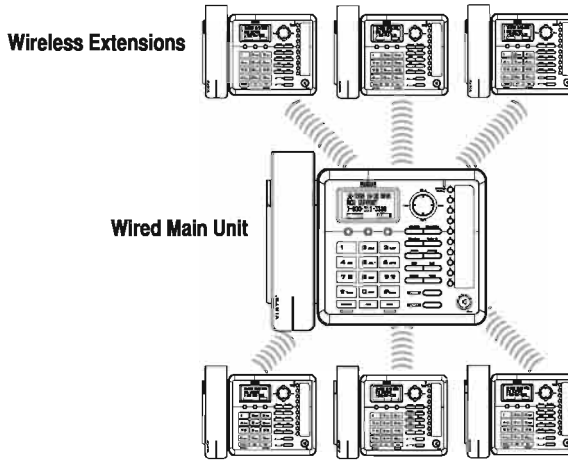


If you are mounting the phone on the wall and connecting two 1-line phone jacks using a phone coupler:



Connect the handset cord:

Connect one end of the coiled handset cord to the jack on the side of the base and the other end into the jack in the handset, and place the handset in the cradle.



To wirelessly connect accessories to your 25260:

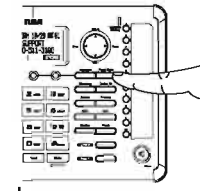
1. First, make sure your 25260 is in **MAIN/WIRED** mode. Press the **MENU** soft key, and press the **SELECT** key to enter the **SELECT MODE** menu. Press **SELECT** again to choose **MAIN/WIRED** mode. The phone will remind you that you need this unit to be plugged into a phone line. Press the **YES** soft key, and the phone will switch to **MAIN/WIRED** mode.

NOTE : Before you begin pairing your phones together, you may wish to set them up in the same room. This will make accessing both phones easier. But don't worry, you can unplug and move either phone afterwards.

If you have a 25055RE1:

2. To pair your 25055RE1 handset with 25260 base phone, press the **REG** soft key. **NOTE: If your headset is unregistered, the LCD screen will read PRESS "REG" TO INITIATE REGISTRATION. The REG soft key will be the only option available.**

3.The LCD will then read REGISTERING... and will begin searching for a compatible RCA base phone.



4. While your 25055RE1 handset's **LCD** reads ***REGISTERING***... press and hold the "Page Main" button on your 25260 base phone. The LCD on the 25260 will read **REGISTRATION.**

5. If registration was successful, the LCD on the base phone will read ***REGISTRATION*** COMPLETE!, the LCD on the handset will read ***REGISTRATION COMPLETE!*** and you will hear a confirmation tone as both return to the main menu. If registration fails, you will hear an error tone and the LCD on the base phone will read ***REGISTRATION FAILED!*** You will hear an identical error tone from the handset, with the LCD reading ***PAIRING FAILED.*** **NOTE: If registration fails, try moving the phones closer together and try again.**

If you have a 25065RE1:

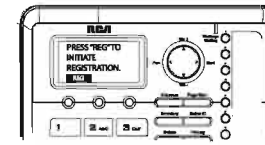
2. To pair your 25065RE1 headset with a 25260 base phone, Press and hold the "Talk" button together with the "Volume +" button for 3 seconds. An alternating red and blue light will indicate that the headset is now in pairing mode and is searching for a base station.

3. While the light on the 25065RE1 is blinking, press and hold the "Headset" button on your 25260 base phone. The LCD on the 25260 will read ***PAIRING PLEASE WAIT...***

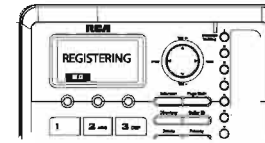
4. If registration was successful, the LCD on the base phone will read ***PAIRING COMPLETE!*** and you will hear a confirmation tone as the base phone returns to the main menu. If registration fails, you will hear an error tone and the LCD on the base phone will read ***PAIRING FAILED!***
NOTE: If registration fails, try moving the phones closer together and try again.

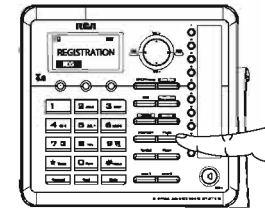
If you are registering another 25260 to your phone:
NOTE: You can only wirelessly connect a 25260 to another RCA base phone when the 25260 is in EXT/WIRELESS mode. Press the MENU soft key, and press the SELECT key to enter the SELECT MODE menu. Using the "Vol +" and "Vol -" buttons, scroll down to EXT/WIRELESS MODE and press SELECT again. The phone will remind you that you need this unit to be plugged into a phone line. Press the YES soft key, and the phone will switch to EXT/WIRELESS mode.

To wirelessly connect your 25260 to another RCA telephone:
1. To pair your 25260 to a compatible RCA base phone, press the REG soft key.
NOTE: If your 25260 is not already connected, the LCD screen will read PRESS "REG" TO INITIATE REGISTRATION. The REG soft key will be the only option available.
2. The LCD will then read ***REGISTERING...*** and will begin searching for a compatible RCA base phone.

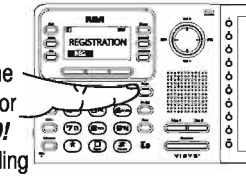


If you have a 25255RE2 or 25270RE3:
2. While your 25260 LCD reads ***REGISTERING...*** press and hold the "Page" button on your 25270RE3RE3 or 25270RE3 base phone for 5 seconds.The 25255 or 25270RE3 display will read ***REGISTRATION.***
3. If registration was successful, the LCD on the both phones will read ***REGISTRATION COMPLETE!*** and you will hear a confirmation tone as both return to the main menu. If registration fails, you will hear an error tone and the LCD on the base phone will read ***REGISTRATION FAILED!*** You will hear an identical error tone from the handset, with the LCD reading ***REGISTRATION FAILED.***





If you have a 25212 or 25252:
3. While your 25260 LCD reads ***REGISTERING...*** press and hold the "Page" button on your 25212 or 25252 base phone for 2 secondThe 25212 or 25252 display will read ***REGISTRATION.***
4. If registration was successful, the LCD on the both phones will read ***REGISTRATION COMPLETE!*** and you will hear a confirmation tone as both return to the main menu. If registration fails, you will hear an error tone and the LCD on the base phone will read ***REGISTRATION FAILED!*** You will hear an identical error tone from the handset, with the LCD reading ***REGISTRATION FAILED.***



If you are registering your 25260 to another 25260:
3. While the wireless 25260 display reads ***REGISTERING...*** press and hold the "Page Main" button on the 25260 that is plugged into the phone jack. This phone will display ***REGISTRATION.***
4. If registration was successful, the LCD on the both phones will read ***REGISTRATION COMPLETE!*** and you will hear a confirmation tone as both return to the main menu. If registration fails, you will hear an error tone and the LCD on the base phone will read ***REGISTRATION FAILED!*** You will head an identical error tone from the handset, with the LCD reading ***REGISTRATION FAILED.***

Programming the Phone

Standby Screen

After powering up the unit for the first time, it will prompt you to select Main/Wired mode or Extension/Wireless mode. Each system must have one phone on Main/Wired mode and can have up to 10 other 25260s on Extension/Wireless mode. The phone set to Main/Wired mode must be plugged into a phone line, and the phones set to Extension/Wireless mode must be registered to the phone set to Main/Wired mode.The base displays the current date, time and the Soft keys.

NOTE: The Soft keys will change according to the status of the unit.
NOTE: The base LCD has a dedicated "SET CLOCK" icon flashing when the clock is not set. Please go to menu "Phone Setting- Date /Time" to set the clock.

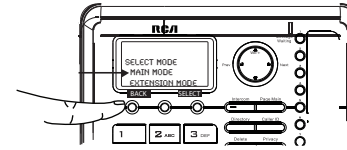
Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You have the following menu options in the main menu: Select Mode, Phone Setting, Display Setting, SoundSetting, Voice Mail and Restore Setting.

NOTE: During programming, you may press the BACK Soft key (left) at any time to exit the sub-menu and return to the main menu, or press exit key to exit programming and return to standby screen.

NOTE: If no key is pressed for 30 seconds, the handset or base will automatically exit programming and return to standby screen.

Select mode



1. Make sure your phone is IDLE (not in Talk mode).
2. Press the MENU soft key (left) to go to the main menu.
3. Press VOL (- or +) button to scroll to Select Mode.
4. Press SELECT soft key (right) to confirm and you may select Main/Wired Mode or EXT/Wireless Mode.

Note: Each system of 25260s must have one phone set to Main/Wired mode with a wired connection to the phone lines.

Main/Wired Mode

From the Select Mode Menu:

1. Press the VOL (- or +) button to scroll to Main/Wired Mode.
2. Press SELECT Sof key, the screen display Please Plug In A Phone Line.
3. Press Yes soft key to confirm.

Extension/Wireless Mode

From the Select Mode Menu:

1. Press the VOL (- or +) button to scroll to EXT/Wireless Mode.
2. Press SELECT Sof key, the screen display Please Register To Base Station.
3. Press Yes soft key to confirm.

Note: Each phone set to Extension/Wireless mode must be registered to another 25260 or other RCA device that is set to Main/Wired mode and has a wired connection to the phone lines. For help with the registration process, please see page 16.

Phone Setting

1. Make sure your phone is OFF (not in Talk mode).
2. Press the MENU soft key (left) to go to the main menu.
3. Press VOL (- or +) button to scroll to Phone Setting.
4. Press SELECT Soft key (right) to confirm and you may program the following items:

Date/Time (Main/Wired unit only), Auto Answer Intercom (both Main/Wired unit and EXT/Wireless unit),
Dial Mode (Main/Wired unit),
Area Code (Main/Wired unit),
Registration (EXT/Wireless unit),
De-Registration (Main/Wired unit),
2nd Call Alert (both Main/Wired unit and EXT/Wireless unit),
Handset Name (EXT/Wireless unit),
Update Handset List (Main/Wired unit),

Note: Some options are system-wide and can only be programmed from the phone while in Main/Wired mode.

Date/Time

From the Phone Setting Menu:

1. Press the **VOL** (- or +) button to scroll to *Date/Time*.
2. Press **SELECT** Soft key. The screen displays ***YEAR 2011.***
3. Use the touch-tone pad to enter the last two digits of the current year (range: 00 to 99).
4. Press **SAVE** Soft key to save the year setting and proceed to date setting.
5. The screen displays Date ***01/01***. Use the touch-tone pad to enter two digits for current month and day respectively (format: mm/dd).
6. Press **SAVE** Soft key to save the month/date setting and proceed to time setting.
7. Time ***12:00A*** shows in the display. Use the touch-tone pad to enter four digits for current time and use Soft key **AM/PM** to toggle between ***"P"*** (pm) and ***"A"*** (am).
8. Press **SAVE** Soft key to save the setting. The screen displays ***Saved*** .

NOTE: If you subscribe to Caller ID service, the current Date/Time is set automatically when you receive your first CID record and will override manually set Date/Time. However the Year must still be set manually. The Year information is not in the CID record.

NOTE: The Date/Time setting item only exists in the Main/Wired unit, EXT/Wireless unit Date/Time should update automatically after it is set in the Main/Wired unit.

Auto Answer Intercom
(applicable for Main/Wired mode and Extension/Wireless mode)

If it is set to On, the unit will auto answer the intercom call when it receives an intercom call.

From the Phone Setting Menu:

1. Press the **VOL** (- or +) button to scroll to *Auto Answer Int.*
2. Press **SELECT** Soft key. Use the **VOL** (- or +) button to scroll to your selection. The default setting is *Off*.
3. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.

Dial Mode (only applicable for Main/Wired mode)

The Dial Mode of Line 1 and Line 2 can be set separately.

From the Phone Setting Menu:

1. Press the **vol** (- or +) button to scroll to the *Dial Mode*.
2. Press **SELECT** Soft key.
3. Use the **vol** (- or +) button to select *Tone* or *Pulse* and use the **Prev** or **Next** button to select L1 or L2.
4. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.

NOTE: The Dial mode only can be set in the base menu.

Area Code (only applicable for Main/Wired mode)

The telephone uses the pre-programmed area code to determine the number format to display when a valid Caller ID record is received. The pre-programmed area code is also used for the Dialback feature.

From the Phone setting Menu:

1. Press the **vol** (- or +) button to scroll to the *Area code*.
2. Press **SELECT** Soft key.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press **SAVE** Soft key to save your selection and the screen displays ***Saved***.

Registration (only applicable for Extension/Wireless mode)

A phone in Extension/Wireless mode will not operate until it is registered to a phone in Main/Wired mode with a wired connection to the phone lines. Up to 10 25260s in Extension/Wireless mode can be registered to one 25260 in Main/Wired mode.

Note: If an optional cordless headset (RCA model 25065) has been registered to the 25260 in Main/Wired mode, up to 9 additional 25260s in Extension/Wireless mode can be registered to that same device.

From the Phone Setting Menu:

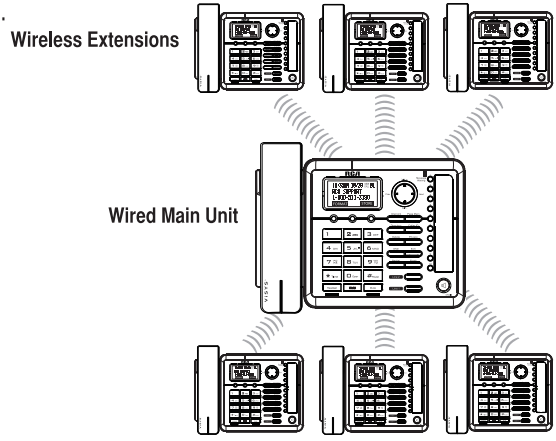
1. Press the **VOL** (- or +) button to scroll to *Registration*.
2. Press **SELECT** Soft key and you may program the following items: Register and Remove EXT/Wireless unit.

Register

From the Registration Menu:

1. On the **EXTENSION/WIRELESS MODE** phone,press the VOL (- or +) button to scroll to *REGISTER.*
2. Press **SELECT** Soft key. The screen displays ***Press base unit page button until beep*** .
3. Press and hold the **PAGE** button on the Main/Wired unit for 5 seconds.
4. The Main/Wired unit phone will display ***Registration*** to indicate it is searching for phones in Extension/Wireless mode.
5. If the registration is successful, the Extension/Wireless phone will beep and display ***Registration Complete.***

If the registration fails, the Extension/Wireless phone will beep and display ***REGISTRATION FAILED!*** If the phones fail to register several times, you may need to place the Extension/Wireless phone closer to the Main/Wired phone's location.



Remove Extension/Wireless Unit

Deregistering an Extension/Wireless phone will remove its pairing from the Main/Wired unit.

Note: Once an Extension/Wireless phone is deregistered from the Main/Wired phone, you will not be able to access the phone lines or make calls from that unit. You must reregister the phone in Extension/Wireless mode or switch the unit to Main/Wired mode and plug in phone lines to make calls.

From the Registration Menu:

1. Press the **VOL** (- or +) button to scroll to the *Remove EXT/Wireless unit.*
2. Press **SELECT** Soft key. The screen displays *Remove EXT/Wireless unit?*
3. Press the **YES** Soft key to confirm de-registration. The screen displays ***Saved*** and then shows ***Press REG to initiate registration*** in the handset.

   NOTE: You can press the REG Soft key to enter the registation mode again.

Deregistering (only applicable for Main/Wired mode)

From the Phone Setting Menu:

1. Press the **vol** (- or +) button to scroll to the *Deregistration* .
2. Press **SELECT** Soft key. The list of all registered devices will be shown, and use the **vol** (- or +) button to scroll to your selection.
3. Press the **SELECT** Soft key. The screen displays *Remove EXT/Wireless unit?.*
4. Press the **YES** soft key to confirm deregistration. The screen will display ***Saved***, and the screen on the Extension/Wireless phone will display ***Press REG*** to initiate registration.

2nd Call Alert

If it is set to On, you will hear the alert tone when you are in conversation and there is an incoming call from another line.

From the Phone Setting Menu:

1. Press the **VOL** (- or +) button to scroll to *2ND Call Alert*.
2. Press **SELECT** Soft key. Use the **VOL** (- or +) button to scroll to your selection. The default setting is *On*.
3. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.

Extension/Wireless Unit Name (only applicable for EXT/Wireless mode)

From the Phone Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *EXT/Wireless name.*
2. Press **SELECT** Soft key. The default name is *EXT/Wireless.*
3. Use the touch-tone pad to enter a name (up to 11 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

   NOTE: If you make a mistake, press Prev/Next button to move the cursor forward or backward, and then use the button to backspace and delete one character at a time.
4. Press the **SAVE** Soft key to save your name. You will hear a confirmation tone and the display shows ***Saved***.

Update Device List (only applicable for Main/Wired mode)

This function is used to update all registered handsets from the current handset name list.

From the Phone Setting Menu:

1. Press the **vol** (- or +) button to scroll to the *Update EXT/Wireless List.*
2. Press **SELECT** Soft key.
3. The Device List containing the names of each device registered to the **MAIN/WIRED** phone will be updated on all devices registered to that phone.

Display Setting

1. Make sure your phone is **OFF** (not in Talk mode).
2. Press the **MENU** soft key to go to the main menu.
3. Press **VOL** (- or +) button to scroll to *Display Setting*.
4. Press **SELECT** Soft key to confirm and you may program the following items: Language, Contrast and Backlight.

Language

From the Display Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *Language*.
2. Press **SELECT** Soft key.
3. Use the **VOL** (- or +) button to select ***English***, ***Francais*** or ***Español***. The default setting is *English*.
4. Press **SELECT** Soft key to save your selection.

Contrast

From the Display Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *Contrast*.
2. Press **SELECT** Soft key. There are 1 to 5 squares that will light up showing the contrast strength.
3. Use the **VOL** (- or +) button to adjust the contrast. The display instantly adjusts with each press of the **VOL** (- or +) button.
4. Press **SELECT** Soft key to save the desired contrast level.

Backlight

From the Display Setting Menu:

1. Press the **vol** (- or +) button to scroll to the *Backlight*.
2. Press **SELECT** Soft key and use the **vol** (- or +) button to select *Always On* or *Automatic*.
3. Press **SELECT** Soft key to save your selection.

Sound Setting

1. Make sure your phone is **OFF** (not in Talk mode).
2. Press the **MENU** soft key to go to the main menu.
3. Press **VOL** (- or +) button to scroll to *Sound Setting*.
4. Press **SELECT** Soft key to confirm and you may program the following items in base and handset: Ring Tone, Ring Volume and Key Tone.

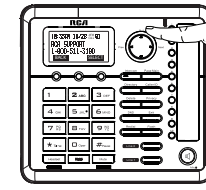
Ring Tone

There are 8 tone levels for your selection. They are Melody 1 to 8 for Line 1 and Line 2 respectively.

From the Sound Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *Ring Tone*.
2. Press **SELECT** Soft key.
3. Use the **VOL** (- or +) button to scroll to your selection and use the **Prev** or **Next** button to toggle between L 1 and L 2. The default setting is *Melody 1* for Line 1 and *Melody 2* for Line 2.
4. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.

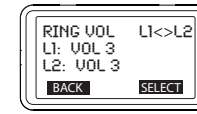
Ring Volume



There are 5 Volume levels and OFF for your selection. The Ring Volume can be set individually for each line.

From the Sound Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *Ring VOL.*
2. Press **SELECT** Soft key.
3. Use the **VOL** (- or +) button to scroll to your selection and use the **Prev** or **Next** button to toggle between L 1 and L 2. The default setting is *VOL 3*.
4. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.



Key Tone

From the Sound Setting Menu:

1. Press the **VOL** (- or +) button to scroll to the *Key Tone* .
2. Press **SELECT** Soft key. Use the **VOL** (- or +) button to select **On** or **Off**.
3. Press **SELECT** Soft key to save your selection and the screen displays ***Saved***.

Voice Mail (only applicable for Main/Wired unit).

This feature is used to conveniently access the voicemail feature offered by your telephone service provider.

NOTE: You must subscribe to telephone service provider-offered voicemail on at least one phone line in order for this feature to operate.

NOTE: Voice mail is accessable from both the MAIN/WIRED phone and any EXTENSION/WIRELESS phones, however, the initial set up of voicemail must be done on the MAIN/WIRED phone.

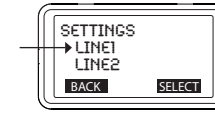
1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **MENU** Soft key (left) to go to the main menu.
3. Press **VOL** (- or +) button to scroll to Voice Mail.
4. Press **SELECT** Soft key (right) to confirm and you may program the following items:

Voice VM and Settings

Voice VM

From the Voice Mail Menu:

1. Press **VOL** (- or +) button to scroll to Voice VM.
2. Press **SELECT** Soft key.
3. Use the **VOL** (- or +) button to toggle between Line 1 and Line 2 and press **SELECT** soft key to select.
4. The phone will dial your voicemail access number. You may proceed to access your voicemail per your service provider instructions.



Settings

From the Voice Mail Menu:

1. Press **VOL** (- or +) button to scroll to Settings.
2. Press **SELECT** soft key.
3. Use the **VOL** (- or +) button to toggle between Line 1 and Line 2 and press **SELECT** soft key to select.
4. Use the dial pad to enter the call-in access number for your voicemail. Press **DELETE** button to backspace and delete numbers, if necessary.
5. Press **SAVE** soft key to save and the screen displays **Saved.**

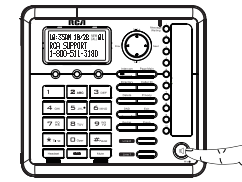
Making Calls with the Corded Handset

1. Pick up the handset and the unit will pick the available line. If both lines are available, Line 1 will be used first.

-OR

Pick up the handset and press line 1 or line 2 button to select the line you want.

2. Wait for a dial tone, then dial a phone number.
3. Hang up the handset when finished.



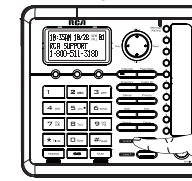
Making Calls in the Speakerphone Mode

1. Press the **speaker** button, the unit will pick the available line for you. If both lines are available, Line 1 will be used first.

   -OR-

   Press **line 1** or **line 2** button to select the line, and the base speaker will activate.
2. Wait for a dial tone then dial a phone number or press **One-Touch/Memory Log** button (1-10) to dial stored phone number.
3. Press the **speaker** button when finished.

OR



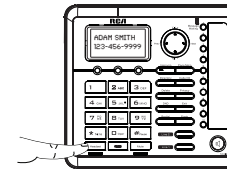
NOTE: After pick the line, the call timer starts to run until all the calls are hung up. The timer serves for both 2 lines.

Making Calls with the RCA Wireless Headset

Please refer to the Instruction Booklet for your RCA Wireless Headset for instructions on setup and use

Making Calls with a Wired Headset

1. Plug the headset into the Headset jack on the side of the unit.
2. Adjust the headset to rest comfortably on top of your head or over your ear.
3. Move the microphone to approximately 2 to 3 inches from your mouth.
4. Press the **headset** button on the phone and the first available line will be selected. If both lines are available, Line 1 will be used.
5. Wait for a dial tone, and then dial the phone number.
6. Press **headset** button when finished.



Note: Although this device will accept a variety of standard 2.5mm telephone headsets, RCA does not guarantee compatibility with 3rd party devices. Performance may vary depending on the quality of the headset.

Pre-Dialing

1. With the phone idle, manually enter the telephone number. The maximum pre-dialing number length is 32 digits, if the number is over 32 digits, it will emit an error tone. The telephone number shows in the display.
2. Press the **DIAL** Soft key, Spk button, **Talk** button, or **line1** or **line 2** button to take a line, or pick up the corded handset and then the telephone number will be dialed out.

Answering a Call

1. Pick up the corded handset,

   -OR-

2. Press the **speaker** button to answer the call in speakerphone mode,

   -OR-

3. Press the corresponding **line** button to answer the call in speakerphone mode,

   -OR-

4. Press the **headset** button on base to answer the call in headset mode.
5. Press the Main button on the cordless headset (only applicable for RCA 25065RE1, 25265RE2 and 25270RE3 headsets)
6. When finished, hang up the corded handset or press **Spk** button (in speakerphone) or **headset** button (in headset mode).

Switching Between the Speakerphone, Handset and Headset Mode

Base

To switch to the speakerphone, press **speaker** button. The speakerphone indicator illuminates. Place the corded handset back into the cradle.

To switch to the corded handset, pick up the handset. The speakerphone or corded headset indicator will turn off .

To switch to the headset, press the **headset** button to enable the headset, and the headset indicator illuminates.

Mute

To have a private, off-line conversation, use the Mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

1. Press **mute** button to activate the mute feature.

   NOTE: When using the mute feature on the base, the indicator will illuminate when the mute is activated.

2. Press the **mute** button again to de-activate.

Do Not Disturb

This feature is set at individual telephones to disable (silence) an incoming ring signal, intercom ring. When there is an incoming call or an intercom call, the status indicators function as normal but the phone will not ring.

1. When the unit is idle, press the **DND** button. The last setting is displayed.
2. Use the **VOL** (- or +) button to select the duration. You may choose from 15 minutes, 30 minutes, 45 minutes, 1 hour, or 2 hours and increase the duration by 1-hour intervals up to 24 hours.
3. Press the **SELECT** Soft key to confirm. The indicator (on the base) blinks and the display shows how long the ringer will be disabled.
4. To cancel, press **DND** button again.

Flash

If you subscribe to Call Waiting Caller ID service from your local telephone company and you receive an incoming call during a call, you will hear a beep to indicate another call is waiting on the line and Caller ID information (if available) for the waiting call shows on the display.

- To connect to the waiting call, press the **flash** button and your original call is put on hold.
- To switch between the two calls, press the **flash** button.

Inserting a Pause in the Dialing Sequence

Press the **#pause** button twice to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence, and is shown as ***"P"*** in the display.

Redial

1. Press the **Spk** button (speakerphone mode), or press the headset button(headset mode), or pick up the corded handset and the first available line will go off hook. If both lines are available, Line 1 will be used.

   -OR-

   Press a **line** button to select a line.
2. Press the **redial** button. The redial number list (last 3 previously dialed numbers) is shown.
3. Use the **VOL** (- or +) button to select the number. Press the **DIAL** Soft key to dial out the number.

   NOTE: If the number you dialed is longer than 32 digitals, It will not be saved in the redial list and can't be redialed.

Reviewing the Redial Numbers

Your phone records up to three previously dialed phone numbers.

1. When the phone is idle, press the **redial** button.
2. Use the **VOL** (- or +) button to view the last three previously dialed numbers.
3. While the preferred number is displayed, press the **Spk**, a **line** button, or pick up the corded handset to dial the phone number.

   NOTE: If you do not select a line button, the line is automatically seized and the number is dialed accordingly.

Storing a Redial Record in Directory

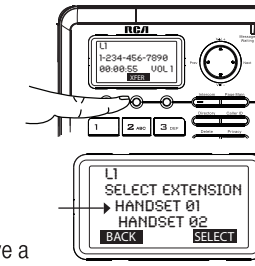
1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **redial** button, then use the **VOL** (- or +) button to scroll to the desired redial number.
3. Press the **SAVE** Soft key.
4. The screen displays ***Enter Name***. Input a name by pressing the keypad.

   NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B" press the number 2 key twice. To add a space press the 1 key.

   NOTE: A name must be input otherwise the record cannot be stored.
5. Press the **SAVE** Soft key. The desired redial number shows in the display.
6. You can edit the telephone number by using the **delete** button and number keys .
7. Press **SAVE** Soft key to enter the VIP Tone Melody selection.
8. Use **VOL** (- or +) button to scroll to the desired ring tone melody and press **SELECT** Soft key to complete.

   NOTE: If an incoming call number matches this record the VIP Tone Melody will ring.

Transferring a Call to Another Extension



1. Press **XFER** Soft key when the phone is in Talk mode.
   The current call is put on hold.
2. Use **VOL** (- or +) to select the desired extension you want to transfer to, and then press the **SELECT** Soft key.
3. The unit will intercom the selected extension. The initiating unit has two options at this point.

a) Wait until the selected handset or base answers the intercom call and have a conversation and then hang up to finish the transfer or press Conference to have a 3 way conference call.

-OR-

b) Simply hang up by pressing the **Speaker** button or just return the handset to cradle and the call is transferred.

4. If the selected unit rejects the intercom call, or the call is not answered within 30 seconds, the call is transferred back to the original unit and the display will show ***as below a) or b)***

   a) The initiating unit did not hang up, it will show "Unavailable" for 3 seconds, and then automatically picks up the call again.
   b) The initiating unit hang up, it will show "TRANSFERRED BACK FROM XXXX" and ring, or Speaker button can pick up the call again.

Receiving a Transferred Call from Another Extension

If the unit receives a transfer call paging, ***Intercom call from base/Handset X*** shows in the display. Press the **speaker** button (both base and handset) or leave the corded handset unit to answer the call.

If you press the **REJECT** Soft key or the call is not answered within 30 seconds, the intercom paging will be stopped and the call is transferred back to the original unit.

Ringer On/Off and Ringer Volume

1. Make sure the phone is in idle mode.
2. Press the **VOL** (- or +) button to activate the ringer volume setting. Use the **VOL** (- or +) button to scroll to your selection and use the **Prev** or **Next** button to toggle between L 1 and L 2. The default setting is *VOL 3*.
3. Press the **SELECT** Soft key to save your selection.

NOTE: If you choose the ringer OFF, the screen displays *L1-L2 RINGER OFF.*

Speakerphone, Handset, and Corded Headset Volume

While the phone is in use, during the desired mode, press the **VOL** (+ or -) buttons until you reach a comfortable listening level. The phone stores the setting after the last button pressed.

Hold

In Talk mode, press the **hold** button to hold the line. ***Line X ON HOLD*** shows in the LCD display, and the line icon will flash. The **line** button indicator will flash also.

When the line is on hold, the hold alert tone will be emitted to both the person on hold and to the user that initiated the hold.

Press the corresponding line button to release the hold and pick up the call again.

Conference Calls

This system can support 3-way and 4-way conference calls.

Join a call in progress:

1. While a call is in progress, another user can join that call by pressing the corresponding **line** button. Both parties on the original call will hear a tone to alert them someone else has joined the call.

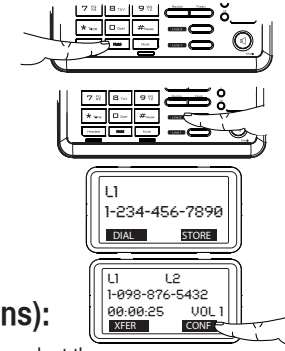
   NOTE: If the privacy feature is On for the original call, the call cannot be joined by another user.

3-way conference call by an intercom call:

1. While on a call, press the **intercom** button, use **vol** (- or +) to select the desired handset or base you want, and then press the select **Soft** key.
2. The selected handset or base will emit a page tone. The user can press the **Speaker** button to answer the intercom call page.
3. The originating caller can then press the **CONF** Soft key shown on the display to establish a 3-way conference between the external caller and the intercom call.

3-way conference call with two lines:

1. During a call on Line 1, press the **hold** button to put the call on hold.
2. Press the line 2 button or **Soft** key to get a dial tone. Dial the number, and then talk to the other person.
3. The originating caller can then press the **CONF** Soft key shown on the display to establish a 3-way conference between the two lines.



4-way conference call (Line 1 + Line 2 + 2 extensions):

1. Once both Line 1 and 2 are on hold, press the **intercom** button and then select the desired extension to intercom.
2. The selected handset or base will emit a page tone. The user can press the **Speaker** button to answer the intercom call page.
3. The originating caller can then press the **CONF** Soft key shown on the display to initiate a conference. Since Line 1 and 2 are both on hold, the user will be prompted to select Line 1, Line 2 or Both to conference with. The user can then use the Soft keys to select the desired option. If the **BOTH** Soft key is selected a 4-way conference is established between the originating caller, both lines and the intercom call.

Intercom Calls

One-Touch/Memory Log

1. In idle mode, press any **One-Touch/Memory Log** button (1- 10) for the station you want to intercom with. **One-Touch/Memory Log** button #1 represents handset 01, #2 represents handset 02, etc. The Intercom paging ring will be emitted.

-OR-

Press the **intercom** button, and all the extensions except itself list in the log, use the **VOL** (- or +) key to scroll to the station you want to intercom with, and then press **SELECT** Soft key to confirm.

NOTE: To cancel intercom call, press the STOP Soft key.

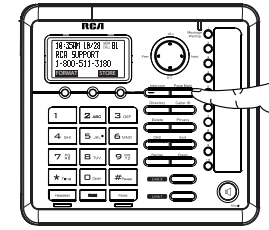
NOTE: If the receiving station does not answer within 1 minute and 40 seconds, the intercom call is cancelled. You will hear an error tone and the screen displays *Unavailable.*

Answering an Intercom Call

When you receive an Intercom call, the display shows the Caller's Name and Phone ID.

The call can be answered by lifting the corded handset or by pressing the **Speaker** or **headset** buttons. The headset must be already connected.

If you do not want to answer this intercom call, press the **REJECT** Soft key.



Page

The page feature helps you locate a misplaced handset.

1. Press the page button on the base. The handset beeps. The handset screen displays ***Paging from Base.***
2. To cancel the page, press the **page** button on the base, or press **STOP** Soft key on the base, or press **exit** key on the base, or press any key on the handset. Otherwise the paging will last for 2 minutes.

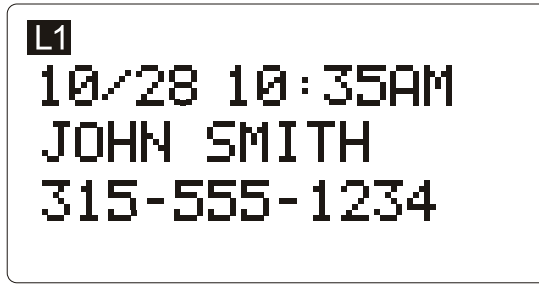
Auto Standby

If you place the handset in the cradle while the handset is off the hook (during a call), the call is automatically disconnected.

Caller ID (CID)

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

When the unit receives an incoming call with CID information, the CID can be shown on the base.



Receiving and Storing CID Records

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date and time; or the name, phone number, date and time. The unit can store up to 99 records for later review. When the memory is full, a new call automatically replaces the oldest call in memory. ***NEW*** appears in the display for calls received that have not been reviewed. The line number for the call received is also displayed.

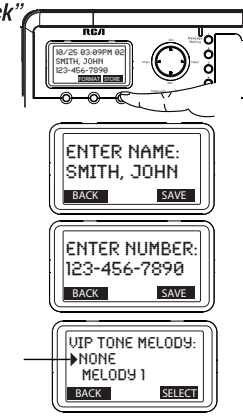
If two incoming calls come in at the same time, both L1 and L2 phone numbers shows on the display while ringing.

Reviewing CID Records

- Press **CID** button, and then use the **VOL** (- or +) button to scroll through the call records.
- When you scroll to the start/end of the list, the screen displays ***--START/END--*** .
- When reviewing the CID records, the record number is also shown to the right of the time along with the **FORMAT** and **STORE** Soft keys.

Saving a CID Record to the Phone Directory

NOTE: If you want to change the format of the CID number to 7, 10 or 11 digits and save it in the directory, press the FORMAT Soft key to format the CID number first before pressing the STORE Soft key. See the *"Dialing Back"* section for more information on formatting a number.



1. While viewing a CID record, press the **STORE** Soft key.
2. The name shows in the display. You can edit it. After editing, press the **SAVE** Soft key.

   NOTE: The name field cannot be left empty.
3. The number shows in the display. You can edit it. After editing, press the **SAVE** Soft key.
4. You can select the ring melody for this phone number. Use the **VOL** (- or +) button to scroll to your selection, and then press the **SELECT** Soft key to save. The screen displays ***Saved***.

   NOTE: If NONE is selected, calls from this number will use the default ringtone selected for this phone.

   NOTE: If an incoming call number matches this record the VIP Tone Melody will ring.

Deleting a CID Record

Press the **delete** button to delete the record shown in the display. The screen displays ***DELETE?***. Press the **YES** Soft key to confirm. ***Record Deleted!*** shows for 3 seconds.

Deleting All Call Records

This feature allows you to clear all CID records at once.

1. While viewing a CID record, press and hold the **delete** button. The screen displays ***Delete All ?***.
2. Press **YES** Soft key to confirm. ***All Deleted*** shows for 3 seconds.

Dialing Back

When reviewing CID records, you can dial back the numbers showing on the display by pressing the **headset** button, or the **Spk** button or the **line 1** or **line 2** button.

If You Programmed Your Local Area Code

1. Use the **CID** button to display the number you want to dial.
2. If you see a number with 7 digits (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call. If you see a number with 11 digits (i.e.1-234-555-1234), then the call received was not from your area code.
3. To adjust the phone number format, use the **FORMAT** Soft key. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Use the **FORMAT** Soft key to scroll through 7, 10 and 11-digit numbers.

Number of digits	*Explanation*	*Example*
7-digits:	7-digit telephone number	(i.e.555-5555)
10-digits:	3-digit area code +7-digit telephone number	(i.e.425-555-5555)
11-digits:	long distance code 1 +3-digit area code +7-digit telephone number	(i.e. 1-425-555-5555)

4. To dial the displayed number, select a Line or press **Spk**, or **headset** button or pick up the corded handset.

If You Did Not Program Your Local Area Code

1. Use the **CID** button to display the number you want to dial. You will only see 10-digit numbers (i.e. 234-555-1234).
2. Press **Spk**, **headset** button or select a Line to dial back or pick up the corded handset. You may adjust the number format by pressing the **FORMAT** Soft key before dialing.

Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears in the display after you hear the tone.

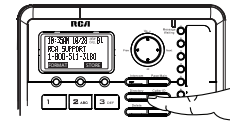
- Press the **flash** button to put the person to whom you're talking on hold and answer the incoming call.

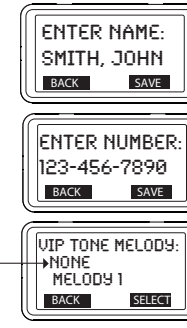
  IMPORTANT: To use all the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting Service.

Directory and One-Touch Memory

You may store data in the Directory (up to 99 records) or an One-Touch /Memory Log (10 buttons located to the right of the number pad). The Directory and each One-Touch /Memory Log stores up to 16 characters and 32 digits.

The records are stored by alphabetic ascending order.





Adding Directory Entries

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **DIR** button.
3. Press the **NEW** Soft key. The screen displays ***Enter Name***. Use the number pad to input a name.

   NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B", press the number 2 twice. To add a space, press the 1 key.

   NOTE: The name field cannot be left empty.
4. Press **SAVE** Soft key. The screen displays ***Enter Number***.
5. Use the touch-tone pad to input a telephone number.

   TIP: Press the #pause button twice to insert a pause in a number if necessary.
6. Press the **SAVE** Soft key to enter VIP tone melody selection.

   NOTE: If an incoming call number matches this record the VIP Tone Melody will ring.
7. Use **VOL** (- or +) button to scroll to the selection and press **SELECT** Soft key to complete.

   NOTE: If *Memory full* shows in the display, you should delete one or more unnecessary records and repeat above steps to continue the call record storage.

Storing a Record in the One-Touch Memory Buttons

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press **STORE** Soft key.
3. The screen displays ***Select Button Location***. Press a **One-Touch/Memory Log** button (1-10) to save the record in that memory location.

   NOTE: If there is a record stored in selected memory location. Press REPLACE Soft key to confirm overwrite or press the BACK Soft key, then select a new location.
4. The screen displays ***Enter Name***.
5. Use the number pad to enter a name.

NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B" press the number 2 key twice. To add a space press the 1 key.

NOTE: The name field cannot be left empty.

6. Press **SAVE** Soft key. The screen displays ***Enter Number***.
7. Use the number pad to input a telephone number.

TIP: Press the #pause button twice to insert a pause in a number if necessary.

8. Press the **SAVE** Soft key to save.

Reviewing Directory Records

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **DIR** button.
3. Press the **VOL** (- or +) button to scroll through the records,

   -OR-

   Press the number keys to go to the name of the records started with the corresponding character.

Editing a Name or Number Stored in the One-Touch /Memory Log

1. Press the **DIR** button.
2. Press the **One-Touch/Memory Log** button (1-10).
3. Press the **EDIT** soft key to change the name or number stored in this One-Touch dialing button. For more help on how to input the name and number, please see "*Storing Record in One-Touch Dialing*" on page 30.

   NOTE: The left and right (Prev & Next) navigational buttons allow the cursor to be moved. The delete button can be used to delete character or number to the left of the cursor.

Reviewing Record in One-Touch Memory

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **DIR** button.
3. Press **One-Touch/Memory Log** button (1-10).

Editing a Directory Record

1. When reviewing the directory records, use the **VOL** (- or +) button to scroll to the desired record.
2. Press **EDIT** Soft key to enter edit mode. You may now change the name, if desired. Please refer to section *"Handset Name"* for name editing method.
3. Press **SAVE** Soft key to proceed to number change. You may now change the number, if desired.
4. Press **SAVE** Soft key to proceed to VIP Tone Melody selection. You may use **VOL** (- or +) key to scroll to the selection you desired.

NOTE: If an incoming call number matches this record the VIP Tone Melody will ring.

5. Press **SELECT** Soft key to complete.

NOTE: Press the BACK Soft key to keep the previous setting (making no changes).

Copying a Directory Record

You can copy one directory record or the whole directory from the Main/Wired unit to any Extension/Wireless unit or any Extension/Wireless unit to the Main/Wired unit.

In the Extension mode:

1. While viewing the directory record, press the **COPY** Soft key.
2. The screen displays ***Copy Current Record or Entire Directory?***. Press the **CURR** Soft key to copy the current record or press the **ENTIRE** Soft key to copy the whole directory.
3. After copying is finished, the screen displays ***Record Copied to Base Unit!***.

In the Main mode:

1. While viewing the directory record, press the **COPY** Soft key.
2. The screen displays ***Copy Current Record or Entire Directory?***. Press the **CURR** Soft key to copy the current record or press the **ENTIRE** Soft key to copy the whole directory .
3. The extension list will be shown. Use the **Vol** (- or +) button to select the desired extension for the record to be copied to.
4. Press the **SELECT** soft key. The number of directory records copied and number of records left to be copied will be displayed on the Main/Wired unit.
5. After copying is finished the Main/Wired unit screen displays ***Record Copied!***, and the Extension/Wireless unit screen displays ***Saved.***

Deleting a Directory Record

1. When reviewing the directory records list, use the **VOL** (- or +) button to scroll to the desired record.
2. Press the **delete** button on the phone to delete the record.
3. The screen displays ***Delete?***.
4. Press the **YES** Soft key to confirm the deletion.
5. ***Record Deleted*** shows in the display.

Deleting All Directory Records

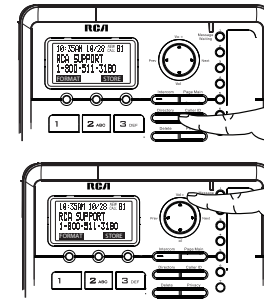
1. Press the **DIR** button to activate the phone book record list.
2. Press and hold the **delete** button on the phone until the screen displays ***DELETE ALL?***.
3. Press the **YES** Soft key to confirm the deletion.
4. The screen displays ***ALL DELETED*** .

Deleting a One-Touch /Memory

1. Press the **DIR** button.
2. Press the corresponding button (1-10) for the One-Touch/Memory Log you want to delete.
3. Press the **delete** button to delete.
4. Press the **YES** Soft key to confirm.

NOTE: Press the exit button to cancel the "delete" function.

Dialing a Directory Record



Dial a directory record while in Talk mode:

1. Make sure the phone is **ON** (in Talk mode) by pressing **speaker** button, selecting a **Line ,** or pick up corded handset .
2. Press the **DIR** button to access the phone book.
3. Use the **VOL** (- or +) button to scroll to the desired record.
4. Press the **DIAL** Soft key to dial the number.

-OR-

Dial a directory record while reviewing it:

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **DIR** button to access the phone book.
3. Use the **VOL** (- or +) button to scroll to the desired record.
4. Press the **speaker** button or line 1/2 button or pick up the corded handset. The number dials automatically.

Dialing a One-Touch/Memory Record

while in Talk mode:

1. Make sure the phone is **ON** (in Talk mode) by pressing **Spk** button, selecting a **Line**, or pick up corded handset.
2. Press the **One-Touch/Memory Log** button to access the memory log.

-OR-

while reviewing it:

1. Make sure the phone is **OFF** (not in Talk mode).
2. Press the **DIR** button to access the phone book.
3. Press the **One-Touch/Memory Log** button to select the desired record.
4. Press the **speaker** or **line 1/2** or pick up the corded handset. The number dials automatically.

Display Messages

The following messages show the status of the phone, provides Caller ID information, or helps you set up and use your phone.

DELETE ALL?	Prompt asking if you want to erase all records.
DELETE?	Prompt asking if you want to erase the current record.
START/END	Indicates that it is the end of the list.
ENTER NAME	Prompt telling you to enter a name.
ENTER NUMBER	Prompt telling you to enter a telephone number.
NEW CALLS	Indicates call or calls which have not been reviewed.
HANDSET NAME	Prompt telling you to enter a user name for the handset.
UNAVAILABLE	Indicates that the function you want to initialize cannot work at that moment or the function being worked cannot continue. The system is busy or some other higher priority function is being performed. For example, the message playback function will be stopped when there is an incoming call.
NO LINE	Indicates that the telephone line is not connected.
EMPTY	Indicates there are no CID records in memory.
OUT OF RANGE	Indicates handset is too far away from the base, and the handset is searching for the base.
BLOCKED	Indicates the person is calling from a number which is blocked from transmission.
UNKNOWN	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.
INCOMPLETE	Indicates incorrect CID information received.
DATA	

Handset Sound Signals

Signal	*Meaning*
A long warbling tone (with ringer on)	Signals an incoming call
Two short beeps (several times)	Page signal
One beep every 14 seconds	Low battery warning
One long beep after press one key	Confirm
A short warbling tone (with ringer on)	Error

Backup Battery Operation

If the power cord is not plugged into the unit, and the battery is available, the unit enters Battery Operation Mode. In this mode, the base is fully functional.

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check or repeat installation steps:

  Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack.
- Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
- The Extension unit may be out of range of the Main unit. Move them closer together.

Dial tone is ok, but can't dial out

- Make sure the type of phone service you are subscribed to is **TONE** or **PULSE**.

Handset does not ring

- Make sure the handset ringer is set to On.
- The Extension unit may be out of range of the Main unit. Move them closer together.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone. If no dial tone is heard, see "No Dial Tone".

You experience static, noise, or fading in and out

- The Extension unit may be out of range of the Main unit. Move them closer together.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.

Memory dialing doesn't work

- Did you follow proper dialing sequence?

Unit locks up and there is no commuication between the base and cordless devices

- Unplug the power adaptor from the electrical outlet and the bottom of the base. Remove the backup batteries. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reinsert the backup batteries.

Out of Range... shows in the handset display

- Move the Extension unit closer to the Main unit.
- Make sure the base power cord is connected to a working electrical outlet.

Date/Time setting is restored to default setting

- May be caused by power failure. Set Date/Time again.

Caller ID Solutions

No Display

- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

No Caller ID

- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

General Product Care

To keep your unit working and looking good, follow these guidelines:

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.

Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You are too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Make sure the hook switch pops up when the handset is lifted.
- Your're out of range of the base.
- The 5 AAA batteries need replacing or are improperly installed or not installed at all.
- Intercom does not function correctly.

Warranty Assistance

If trouble is experienced with this equipment, for warranty information, please contact customer service at **1-800-511-3180.** If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product. For instructions on how to obtain a replacement unit, refer to the warranty included in this guide or call customer service at **1-800-511-3180.**

Or refer inquiries to:

Telefield NA Inc.
4915 SW Griffith DR. #205
Beaverton, OR
97005

Attach your sales receipt to this booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase Date _____

Name of Store _____

Limited Warranty

What your warranty covers:

• Defects in materials or workmanship

For how long after your purchase:

• Two years, from date of purchase

What we will do:

• Provide you with a replacement unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

• Locate your proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period. Proof of warranty eligibility is required and must be presented to obtain warranty service.

• Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from it's power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your proof-of-purchase paperwork and where to send your defective merchandise.

• You will be responsible for shipping the defective unit back to our warranty fulfillment center at your own expense. You are responsible for damage or loss during shipment so insuring the product during return shipping is highly recommended.

• We will ship a replacement to you freight pre-paid.

What your warranty does not cover:

• Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.

• Installation and setup service adjustments

• Batteries

• Damage from misuse or neglect

• Products that have been modified of serviced outside the USA

• Products purchased from non-authorized retailers, dealers or resellers

• Products purchased or serviced outside the USA

• Acts of nature, such as, but not limited to lightning damage

Product Registration:

• Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

Limitation of Warranty:

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC.,ITS AGENTS, OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TELEFIELD NA INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

• Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.

• This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA, Mexico or Canada:

This warranty does not apply. Contact your dealer for warranty information.

Telefield NA Inc.
4915 SW Griffith Dr.#205
Beaverton,OR 97005

RCA is a trademark of RCA Trademark Management S.A.,
used under license.

2011. All rights reserved.

Model 25260
T0008003 (REV 03)
10-34
Printed in China

25255RE2 Spanish Instruction Book available at www.rca4business.com